

# VoIP Aastra 6739i User Guide




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## Voicemail

### Access: From your office

1. Press the **VoiceMail**  button on your phone and it will dial (403) 210-7720
2. When prompted for your password, enter your password.  
By default your password is the last four digits of your phone number plus four zeros. For example, phone number (403) 220-1234 will have 12340000 as the voice mail password.

### Access: From any phone

1. If you're checking your voicemail from a phone other than you own e.g. from off Campus, dial 403-210-7721. You will be prompted for your mailbox number. Enter your 7-digit phone number.
2. When prompted for your password, enter your password.  
By default your password is the last four digits of your phone number plus four zeros  
For example, phone number (403) 220-1234 will have 12340000 as the voice mail password

## Voice Mail Options

Upon your first login you should:

1. record your name
2. create your away message (notifies callers you are away from your desk)
3. change your busy message (notifies callers you are on the phone)
4. change your voicemail password

The following is a guide to navigating the voicemail menus of the VoIP service:

- Press 1 for new messages
- Press 3 to go to Advanced Options
- Press 5 to Repeat the Message
- Press 6 Listen to the next message
- Press 7 to Delete/Undelete the current message
- Press 8 to Forward the current message

**Note:** Users can only forward voice messages from one campus VoIP phone to another campus VoIP phone. However, the same voice messages are sent to your email account as a sound file and can be forwarded to any other email account.

- Press 9 to Save the current message
- Press \* for Help
- Press # to Exit

- Press 2 to change folders
  - Press 0 for the New Messages Folder
  - Press 1 for the Old Messages Folder
  - Press 2 Work Messages Folder
  - Press 3 Family Messages Folder
  - Press 4 Friends Messages Folder

- Press 3 advanced options
- Press 5 to leave a voicemail

**Note:** This option is only available to leave voice messages for another campus VoIP phone user.

- Enter the phone number when prompted
- Leave your message
- Hang up or press # to return to the main menu

- Press 0 for mailbox options
  - Press 1 to record your Unavailable Message
    - Record and press # to finish
    - Press 1 to accept the recording
    - Press 2 to listen to the recording
    - Press 3 to re-record the message
  - Press 2 to record your Busy Message
    - Record and press # to finish
    - Press 1 to accept the recording
    - Press 2 to listen to the recording
    - Press 3 to re-record the message
  - Press 3 to record your Name
    - Record and press # to finish
    - Press 1 to accept the recording
    - Press 2 to listen to the recording
    - Press 3 to re-record the message

- Press 4 to record your Extended Absence greeting (e.g. away on holidays)

**Note:** Users must delete the extended absence greeting when they return to regular business. This will allow callers to leave a message for the user when they are Unavailable or Busy on another call.

- Press 1 to record your Extended Absence greeting
  - Record and press # to finish
  - Press 1 to accept the recording

- Press 2 to listen to the recording (used to delete extended absence greeting)
- Press 3 to re-record the message
- Press 2 to erase your Extended Absence greeting
- Press 5 to change password
  - Type in the new password and # to finish
  - Repeat to confirm
  - \* to return to the main menu
  - # to return to the voicemail menu

## Access Voicemail using the Internet




1. Go to **<https://voicesip.ucalgary.ca/>**
2. The mailbox number will be the 7 digits of your phone number (without the area code or dashes) Enter your password. By default your password is the last four digits of your phone number plus four zeros  
For example, phone number (403) 220-1234 will have 12340000 as the voice mail password

Visit **<http://ucalgary.ca/it/telephone/voicemail/vvm>** for more information regarding VoIP Voicemail web-based utility

## Calling Features

### Call Transfer/Conference Call

When you are connected to a call with someone:

1. Press the transfer button  if you want to transfer the call to someone else. Dial the number of the person you wish to transfer the call to and wait until they pickup. Press the transfer button  again to complete the transfer.
2. Press the conference button  if you want to establish a conference call. Dial the number of the person you want to conference your current call with and wait until they pickup.

**Note:** when using the Conference call feature, it is a 3-way call. Each VoIP set can add another person into the call.

### Do Not Disturb (DND)


When this feature is activated all calls will be sent directly to your voicemail.

1. Activate DND mode:
  - Press the **DND** button on the Touch Screen. A red light around the DND button will indicate that this feature is activated.

2. Deactivate DND mode:

- While in DND mode, press the **DND** button on the Touch Screen to deactivate DND mode. The indicator light will turn off.


## Call Forwarding

1. Press the **Services** button 
2. Press the Call Forward button on the Touch Screen. Click the Edit button.
3. Choose a Call Forward mode to edit (Call forward **ALL**, **BUSY** or **NO ANSWER**). Select On or Off for these modes.
4. Touch the white text field on the screen to enter the number to forward calls to by using the number keypad. Click **Enter** on the screen to save changes
5. The **NO ANSWER** Mode (option 3) allows you to control the number of rings before the call is forwarded
6. Click **Enter** on the Touch Screen when settings are complete


Call Forward-Mode	Description
All On	Phone forwards all incoming calls immediately to the specified destination.
Busy	Phone forwards incoming calls if the line is already in use.
No Answer	Phone forwards the call if it is not answered in the specified number of rings.

## Phone Options


### Tone and Audio Selection







1. Press the **Options List** button 
2. Press the **Audio** button on the Touch Screen.
  - Select one of the five options e.g. Ring Tone to change the default.
  - If using a headset with the 6739i press the Headset Device button on the Touch Screen to select the correct mode for the headset.

### Display Properties




1. Press the **Options** button 
2. Press the Display button on the Touch Screen
3. Select one of the two options to control screen brightness and backlight display timer.

## Speakerphone/Headset Setup

1. Press the **Options** button 
2. Press the Audio button on the Touch Screen
3. Press the Audio mode button on the screen
4. Select which audio mode you require.


Audio Mode	Description
Speaker	Only the speakerphone will be activated when the  hands-free key is pressed
Headset	Only the Headset will be activated when the  hands-free key is pressed
Speaker/Headset	The first time the  hands-free key is pressed the Speaker will be activated, the second time, the Headset will be activated. They will alternate each time you press the  hands-free key is pressed
Headset/Speaker	The first time the  hands-free key is pressed the Headset will be activated, the second time, the Speaker will be activated. They will alternate each time you press the  hands-free key is pressed

## Directory List


1. Press the **Dir**  button on your phone.
2. Press the add new contact button  on the Touch Screen
3. Touch the white text field on the screen and enter a First and Last name for the contact using the keyboard on the screen. Press Enter when done.
4. To enter a number press the Add number button  on the screen. Touch the white text field on the screen.
5. Use the number key pad to enter the number. Press **Enter** when done.

## Callers List

This phone feature will display a history of people that called your number. This list will store up to 200 calls.

1. Press the **Callers List**  button. You can scroll through the list of callers.
2. Select a number and Highlight it by touching that button on the Touch Screen.
3. You can choose to **Dial** the number or **Add to Directory**.

To clear the call history log on your phone:

1. Press the **Callers List** button  on your phone
2. Press the **Delete** button on the Touch Screen. Choose **Delete** highlighted caller (from previous screen page) or **Delete All** callers from list.

## Re-Start VoIP Phone

1. Press the **Options** button 
2. Press the Restart button on the Touch Screen. Press Yes on the screen.  
**DO NOT unplug the phone during the restart.**

## Troubleshooting

If you experience any problems with your phone and need assistance troubleshooting please visit <http://ucalgary.ca/it/telephone/voip>